

Job Description

Client Support Worker

Clare Haven Services

Job Title:	Client Support Worker
Accountable to:	Client Support Co-Ordinator

EMPLOYER

Clare Haven Services is a voluntary organization set up to provide support, information and refuge accommodation to women and their children experiencing domestic abuse.

PURPOSE OF THE JOB

The role of the client support team is to work to all of our practices, policies and procedures to ensure the delivery of quality effective and safe services to clients as well as to deliver direct support to women accessing Clare Haven Services.

CORE RESPONSIBILITIES:

Work with service users

Using an empowering and women centered approach to:

- Provide ongoing practical and emotional support to service users using an empowering and self-directed approach.
- Ensure that all client support services are accessible, user friendly and appropriate to the needs of the women and children.
- Carry out assessments and conduct safety planning with all service users.
- Work with women in developing a support plan.
- Advocate on behalf of service users with appropriate agencies.
- Accompany service users to court and other relevant agencies.
- Deal appropriately and empathetically with service users and sign-post to relevant services and supports.
- Adhere to Clare Haven Services and Tusla policies on child protection.
- Observe and enforce a policy of strict confidentiality (with the exception of the limitations) in relation to all aspects of the service.

Advocacy and Interagency Work:

- Work proactively to strengthen interagency co-operation and understanding of domestic abuse in order to optimise the options and supports available to women survivors;
- Keep up to date on relevant services available from external agencies and the procedures for accessing these.
- Advocate on behalf of service users and facilitate them to access services from external agencies.

- When working with external agencies, ensure that appropriate records are maintained in relation to the names and roles of personnel concerned and the supports that they and their agency offers.
- Attend networking meetings and case conferences as appropriate.

Administrative and Other Responsibilities:

- Maintain files, case notes, records and other statistical information as appropriate to the needs of the service and ensure that all records are kept up-to-date in a manner that makes the information accessible as and when required while also adhering to data protection requirements;
- Write accurate reports and ensure all documentation is recorded and stored in line with our Data Protection Policy.
- Provide written reports and other documentation on the service as required for internal and external purposes.
- Collate statistical data as required in relation to service users in accordance with agreed procedures as required by the service. This includes data required for the database system.

Working as part of the Client Support Team

- Develop and contribute to good working relationships both within the client support team and with the greater staff team.
- Report to and inform your line manager of any work related issues and difficulties.
- Participate in professional work supervision, external clinical supervision as appropriate.
- Attend team meetings, staff meetings and other staff development activities as appropriate.
- Participate in Internal and External training as required.

Health and Safety:

1. Ensure best practice in relation to standards of health, hygiene and safety are maintained at all times.

Policies and Procedures

2. Ensure that written policies and procedures are adhered to at all times.
3. Promote policies and procedures and ethos of Clare Haven Services working with residents and staff.

The above principle duties are a guide to the general range of duties and are neither definitive nor restrictive and will be subject to periodic review. These duties may change with emerging needs of the service, staff are expected to have a high level of flexibility, and a willingness and an ability to develop new approaches to their work.